

Telecare and Maintenance Technician

About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring &
Understanding

To increase our organisation's financial sustainability
and contribution to the local economy

Dedicated &
Passionate

To be leaders in providing high quality services and
achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our application form we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements.

Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible.

If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role and circumstances. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process; such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

Job Description

Job title:	Telecare and Maintenance Technician
Department:	Technical Services
Location:	Across Lincolnshire
Hours of work:	21 hours per week
Contact:	Permanent
Responsible to:	Technical and Maintenance Services Coordinator
Job purpose:	To successfully deliver Home Maintenance services and personal alarms installation and servicing to enable people to remain safe and independent at home and deliver a range of Maintenance services on Age UK Lincolnshire's premises. To support the HEC contract and Handyperson role.

Key Responsibilities:

- Schedule and complete installations of telecare equipment and make recommendations as required.
- Schedule and complete ongoing maintenance of telecare equipment as required.
- Provide semi-skilled home maintenance for customers as required, including an estimation of job cost and time to complete as well as carrying out the job itself – identifying where jobs are beyond the scope of the service.
- Provide semi-skilled maintenance across the organisation's properties as requested.
- Complete delivery and collection duties as requested.
- Assess customers' homes to ensure work carried out is within the scope of service and can be completed safely.
- Provide advice and support to customers on telecare equipment and home maintenance services.
- Assess customers' homes to ensure work carried out is within the scope of service and can be completed safely.
- To install energy saving equipment to ensure customer homes are efficient.
- Support the Service Coordinator to allocate work in a way that is most effective for the customer.

- Use of the organisation's CRM system (or other database as requested) to monitor jobs, hours, Key Performance Indicators (KPIs), customer care plans or other information to support the Service Manager to generate regular service reports.
- Work to targets, KPIs and deadlines as set by the Service Manager, recording both quantitative and qualitative data in a timely manner.
- Work with the Service Manager to capture case studies and customer stories that demonstrate the impact of the service provided.
- Maintain appropriate professional relationships with customers and to maintain the highest standards of client confidentiality.
- Take an active role in promoting services delivered by Age UK Lincolnshire.
- Carry out site maintenance and repair as required and in line with the organisation's schedule of works.
- Upkeep and basic maintenance of organisation's vehicles as well as completing organisational paperwork when using the organisation's vehicles.
- Adhere to and follow Age UK Lincolnshire policies and procedures.
- Carry out any duties deemed reasonable by your Line Manager.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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EXPERIENCE

Experience of practical/manual work	E	A/I
Experience of working in a fast-paced environment	E	A/I
Experience of working within a customer orientated environment	E	A/I
Experience of working in a customer facing environment	D	A/I

KNOWLEDGE

The basic principles of site management	E	A/I
The importance of Health & Safety	E	A/I
General decorating and surface repair skills	E	A/I
Evidence of knowledge within security, Health & Safety, heating systems, building construction, COSHH regulations	D	A/I
Awareness of the function of Age UK Lincolnshire services and support	E	A/I
Understanding and appreciation of the needs of older people and persons at risk	E	A/I

EDUCATION & QUALIFICATIONS

Willingness to undertake First Aid training, Fire Warden training and Health & Safety training	E	A/I
Current First Aid Qualification	D	A/I
Fire Warden certificate	D	A/I
Health & Safety Officer certificate	D	A/I

COSHH certificate	D	A/I
PAT testing certificate	D	A/I

SKILLS

Use practical skills to maintain the site and building	E	A/I
Motivate others in the team through example and enthusiasm	E	A/I
Deal with emergencies and problems in a positive and systematic manner	E	A/I
Manage a small budget for resources	E	A/I
Work alone when required, showing good self-motivation, communicate effectively (both orally and in writing) to a reasonable standard.	E	A/I
Use basic power tools and other equipment to make repairs and improvements	E	A/I
Support and advise where necessary	E	A/I
Anticipate and reduce risk where possible	E	A/I
Devise a suitable record-keeping system for monitoring expenditure and stock levels	D	A/I
Develop efficient and cost-effective ways of working	D	A/I

PERSONAL QUALITIES

Ability to work to achieve high standard of presentation and hygiene throughout the centre	E	A/I
Ability to work without supervision	E	A/I
Professional with the ability to maintain confidentiality levels at all times	E	A/I
Hard-working, honest, practical	E	A/I
Approachable, empathetic, friendly and able to get on with others	E	A/I
Willing to accept instruction and responsibility	E	A/I
Excellent organiser, proactive and a good time keeper who enjoys a challenge	E	A/I
Flexible approach, enthusiastic and practical	E	A/I
Good local knowledge of services for older people	D	A/I
Commitment to providing a person-centred service.	E	A/I

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Probation Period

All employees at Age UK Lincolnshire are subject to a four-month probationary period. This allows both you and the organisation time to ensure the role is the right fit, and to provide support and feedback as you settle into your position. During this period, performance, conduct, and overall suitability for the role will be reviewed in line with our policies and values.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory DBS certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklincolnshire.org.uk or call 01522 696 000 and ask to speak to a member of the HR team.